



Orange County
Coordinated Assessment & Centralized Intake System
DRAFT Community Milestones to Implementation
September 22, 2014

This document summarizes the roadmap for providers and stakeholders to implementation of a CA/CI system for Orange County by February 2015. Essential activities and milestones between September 2014 and February 2015 are outlined below.

Provider Activities and Work Completed to Date (January to August 2014)

- Five CA/CI Implementation Group meetings, including discussion about real time data entry, discussion about analysis of existing program barriers, developing a right-sized system, and providing information about prevention and diversion activities operating in the community.
- Interviews with 211OC and Focus Strategies leadership and staff regarding:
 1. Existing homeless program rules and barriers
 2. Prevention and diversion services

September 2014 – Discuss Proposed System Design Recommendations and Implementation Timeline

- Review and discuss draft proposed CA/CI system design recommendations
- Provide input on planned milestones (summarized in this document)
- Consider next steps on reducing program barriers, refocusing programs, implementing diversion and real time data entry

October 2014 –CA/CI Plan Review & Intensive Work on Reducing Barriers

- Review proposed CA/CI system plan, including: design and location of entry points (mobile teams, call-in, walk-in and/or appointment-based services, functions/activities at entry points and other points along the CA/CI system (diversion; intake; assessment and matching/prioritization; shelter bed reservation, rapid rehousing); removal of barriers at TH and PSH programs; and use of HMIS in intake, assessment and referral.
- Review options for intake, assessment and matching tools

November and December 2014 – Preparation for Implementation

- Intensive work on removing barriers to program access
- Design of intake, assessment and matching tools
- Identification of entry points
- On-site TA by Focus Strategies on real time data entry

January 2015 – Final Refinements and TA for System Launch

- Review provider agency roll-out schedule
- Participate in HMIS training on new CA/CI components
- Focus Strategies to provide onsite TA to prepare for CA/CI system launch, including TA on use of new tools/HMIS modules

February 2015 – CA/CI System Launch

- First agencies roll out of CA/CI

February 2015 – July 2015

- Initial roll out for six months with ongoing data collection and analysis
- Adjustments and refinements to tools, processes, policies, etc. to improve results

August 2015 – Ongoing

- Continue to refine operations as policies and tools are adjusted to align with more right-sized system.